

Lessons to be learned from **THE HEALTH AND DISABILITY COMMISSIONER'S FINDINGS**

The Health and Disability Commissioner's findings are an educational opportunity for the profession.

Let me introduce myself – I am Dr Jonathan Fox and I am a full time general practitioner in Meadowbank, Auckland.

I have succeeded Phil Jacobs on the Executive of the College. Cathy Webber, Senior Policy Analyst, assists me in what will be our role to continue to share with members any lessons that may be learned from the Commissioner's findings.

In the past, the findings have been debated all the way from College Council down to peer groups. At times findings have been criticised and the College has played a role in helping all parties to understand current professional standards.

The Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulation 1996

The Code has six main clauses. Clause 2 details the ten rights of consumers and the duties of providers.

- Right 1:** The right to be treated with respect.
- Right 2:** The right to freedom from discrimination, coercion, harassment, and exploitation.
- Right 3:** The right to dignity and independence.
- Right 4:** The right to services of an appropriate standard.
- Right 5:** The right to effective communication.
- Right 6:** The right to be fully informed.
- Right 7:** The right to make an informed choice and give informed consent.
- Right 8:** The right to support.
- Right 9:** Rights in respect of teaching or research.
- Right 10:** The right to complain.

The details of the Code are best viewed on www.hdc.org.nz which gives the detail of the clauses.

As summer is upon us and the surgery load appears to be slowing down (slightly), I would encourage you all to dip into the Commissioner's website and read some of the details of the Code and his published opinions.

Discussion and feedback is always gratefully received (cw@rnzcgp.org.nz).